

## POLICE DEPARTMENT FAQ'S

Q. Who do I call to have a street light fixed?

A. Contact the area electric service provider for your neighborhood. If you are a HILCO customer report the outage on their website, <http://hilco.coop/> under the Report Outage tab. If you are an ONCOR customer, you can report online at <https://www.oncorstreetlight.com/> or 1-888-313-4747. If you do not have access to the internet or you unsure of the provider, you may call 972-223-2107 X 230 to report outages.

Q. Does the Glenn Heights Police Department have a Reserve Officer Program?

Q. Is there a curfew in Glenn Heights?

A. Yes, persons 16 and younger are prohibited from public places without adult supervision between the hours of 11:00pm and 6:00am Sunday night through Thursday morning, and between midnight and 6:00am Friday and Saturday. In addition, during regular school days there is also an established curfew of 9:00am until 2:30pm.

Q. How do I retrieve my vehicle from the pound?

A. Vehicle releases are the responsibility of J&N Wrecker Service. Vehicles are released by J&N after payment is received. The address of the wrecker service is 1319 Brookside Drive, Glenn Heights, Texas 75154 and their telephone number 972-223-1981.

Q. How do I retrieve property that is in custody of the Police Department?

A. To obtain property or request information about seized items, contact Becky Bishop at [Becky.Bishop@glennheightstx.gov](mailto:Becky.Bishop@glennheightstx.gov) or call 972-223-2107 X 228.

Q. How do I commend a police officer or police department employee?

A. A written letter or note can be sent to the Chief of Police commending the employee's actions. The address is 550 East Bear Creek Road, Glenn Heights, Texas 75154, or an email can be sent to the Chief of Police at [Phillip.Prasifka@glennheightstx.gov](mailto:Phillip.Prasifka@glennheightstx.gov).

Q. How do I anonymously report criminal activity?

A. If the criminal activity is not currently in the process of being committed, you can contact the on duty Supervisor through the main Police Department number, which is 972-223-3478. You may also email information anonymously to the Criminal Investigations Division to either [Kevon.Howard@glennheightstx.gov](mailto:Kevon.Howard@glennheightstx.gov) or [Lucas.Benson@glennheightstx.gov](mailto:Lucas.Benson@glennheightstx.gov).

If the criminal activity is occurring at this time, you can call 911 and relay the information. While it is helpful to have a name of the caller, if you wish to remain anonymous for your safety, you can tell the Communications Officer that you wish to remain anonymous.

Q. With whom do I report neighborhood complaints?

A. If the complaint requires an immediate response, for an emergency please call 911 or 972-223-3478. Otherwise, contact the Neighborhood Services Officer, K. Boles, at [Kyle.Boles@glennheightstx.gov](mailto:Kyle.Boles@glennheightstx.gov) or 972-223-2107 X 250.

Q. What is a home survey and how do I schedule one?

A. A home survey is performed by a Certified Crime Prevention Specialist. The Specialist comes to your home and inspects your property to identify areas to improve the safety of your home. A successful inspection could result in up to 10% reduction in your homeowner's insurance. A survey should be scheduled with Sergeant K. Howard at [Kevon.Howard@glennheightstx.gov](mailto:Kevon.Howard@glennheightstx.gov) or at 972-223-2107 X 260 or Officer K. Boles at [Kyle.Boles@glennheightstx.gov](mailto:Kyle.Boles@glennheightstx.gov).

Q. How do I obtain copies of Police Records?

A. A request for records/documents, recordings (audio/video) needs to be submitted in writing. This can be done online at [http://glennheightstx.gov/services/police/public\\_information\\_request](http://glennheightstx.gov/services/police/public_information_request), or in person at the Police Department by filling out a "Public Information Request" form, or by email to address: [Becky.Bishop@glennheightstx.gov](mailto:Becky.Bishop@glennheightstx.gov). Finally, other written requests can be mailed to: Glenn Heights Police Department, Attn: Records Division, 550 E. Bear Creek Rd., Glenn Heights, TX 75154. Verbal requests are not acceptable.

Q. What information should be included on requests for police records?

A. The more information provided the better. Be as specific as possible as to the information you are requesting. A specific date or specific date ranges are very helpful. Specific address(s) of occurrence, persons involved, report number, etc. are needed.

Q. What is the cost for obtaining records?

A. Copies of Accident reports are \$6.00. All other paper documents are .10 (ten cents) per page. Any information put on CD's are \$1.00 per CD (audio and video).

Q. How do I file a complaint against a police officer or police department employee?

A. Contact the on duty Supervisor at 972-223-3478. Some complaints can be effectively handled by a Police Department Supervisor. However, there is a form for a more formal complaint and those can be obtained from any Police Department staff member or through the Department's Executive Assistant, Terri Miller at [Terri.Miller@glennheightstx.gov](mailto:Terri.Miller@glennheightstx.gov). Written complaints are required for formal complaints before an internal investigation begins. Formal complaints are forwarded to the Chief of Police for review and investigation.

Q. Where do I get a garage sale permit or solicitor's permit?

A. All garage sale permits or solicitor's permits can be applied for at the Police department. Fees do apply.

Q. Where can I place garage sale signs?

A. You may place one sign on your property and up to 4 off-site directional signs in other locations as long as you have permission from the property owner. Signs may not be placed on utility poles, street or other traffic control signs, on trees, fences or in the public right of way. Signs must have the date, location and address of the sale, may be placed out 24 hours before the sale, and must be removed within 24 hours after the sale.

#### **Additional Information**

For other questions not addressed in the FAQ's, please contact the Executive Assistant to Public Safety, Terri L. Miller at [Terri.Miller@glennheightstx.gov](mailto:Terri.Miller@glennheightstx.gov) or 972-223-2107 X 230.